



## **WATER UTILITIES OPERATIONS MANAGER**

### **Purpose:**

To actively support and uphold the City's stated mission and values. To perform highly responsible professional and technical work in the leadership and management of programs, activities, and functions related to the operation of the City's water distribution, wastewater collection, storm drain maintenance, and flood irrigation systems.

### **Supervision Received and Exercised:**

Receives direction from the Deputy Public Works Director – Water Utilities or other management staff.

Exercises direct supervision over supervisory, technical, and maintenance staff.

### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Manage staff and work in the Water Utilities Operations Group to meet all federal, state, and local regulations and requirements;
- Select, train, motivate, track, assign, and oversee the work of staff; establish schedules and methods for work performed; and ensure adherence to proper workgroup procedures and policies;
- Provide pro-active performance planning through ePerformance; utilize the ePlan to formalize performance goals, outline professional development plans, and discuss job competencies; and utilize the eLogs as an electronic dialogue tool and communication resource for transparent documentation;
- Maintain effective and consistent one on one dialogues with all employees on a regular basis;
- Provide leadership to employees in team building, responsible decision-making, and problem solving;

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Water Utilities Operations Manager (continued)

- Exercise independent judgment in accomplishing the work of the section;
- Monitor and prepare section-level budgets and supervise cost analyses and budget requests;
- Develop, coordinate, and author policies, procedures, and programs relating to the implementation of system operations according to City ordinances and state, local, and federal regulations;
- Analyze data, complete feasibility studies, review designs for system modifications, review plans, and administer contracts;
- Administer or conduct internal performance audits;
- Assist in the development and review of best management practices, regulations, policies, and procedures which impact organizational performance, and supervise the application of such practices to increase safety, efficiency, public relations, and service;
- Oversee preventative maintenance planning and ensure generally accepted industry asset management standards are used.
- Assist with development of in-service and on-the-job training strategies for staff;
- Provide availability on a 24-hour basis to respond to and manage emergency situations;
- Investigate and resolve technical or public relations problems;
- Promote team involvement and participation in setting goals, priorities, and strategies for safe, efficient, and effective divisional operations;
- Demonstrate continuous effort to improve operations, decrease turnaround times, streamline work processes, minimize over-time, and work cooperatively and jointly to provide high-quality customer service;
- Utilize sound management techniques and supervisory and labor relations practices;
- Attend and participate in a variety of high level meetings both internal and external;
- Prepare concise, clear, and accurate reports for City Council, department, other jurisdictions or agencies, consulting firms, and the public;

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### Water Utilities Operations Manager (continued)

- Recommend and assist in the implementation of goals and objectives, and establish schedules and methods for the utility services maintenance operations and irrigation sections;
- Evaluate operations and activities of assigned responsibilities, recommend improvements and modifications, and prepare various reports on operations and activities;
- Understand and comply with the Work Force Flexibility/Skill Based Pay (WFF/SBP) program and ensure consistent administration of program processes and procedures;
- Answer questions and provide information to the public, investigate complaints, and recommend corrective action as necessary to resolve complaints;
- Review infrastructure-engineering plans for conformance to City codes and attend pre-construction meetings as required;
- Role model the values of the organization through example and accountabilities;
- Facilitate solutions to problems facing the department/division;
- Perform related duties as assigned.

### **Minimum Qualifications:**

#### **Experience:**

Four years of operational, regulatory, infrastructure planning, or asset management experience in a water and/or wastewater utility including two years of recent supervisory level responsibility.

#### **Education:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in chemistry, civil engineering, environmental science, bacteriology, biology, water or wastewater treatment, public administration or degree related to the core functions of this position. A Master's degree is preferred.

#### **Licenses/Certifications:**

Must possess and maintain a valid driver's license.

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### Water Utilities Operations Manager (continued)

Possession of two Grade II Arizona Department of Environmental Quality (ADEQ) Certifications (or reciprocity) in Water Distribution, Wastewater Collection, Water Treatment, and/or Wastewater Treatment is required.

Possession of ADEQ Grade IV Water Distribution and Wastewater Collection Operator Certifications is preferred.

### Examples of Physical and/or Mental Activities:

- Operate city vehicles;
- Work in a stationary position for considerable periods of time;
- Operate computers, calculators, and other office machines using repetitive hand/eye movement;
- Considerable reading and close vision work;
- May require working extended hours;
- Climb stairways, ladders, and work on subterranean or elevated structures;
- Traverse uneven surfaces;
- Traverse considerable distances during workday with or without an accommodation;
- Work out-of-doors in inclement weather;
- Exposure to heat, cold, dampness, dust, pollen, odors, fumes, etc.;
- Exposure to hazards of electrical shock, falls, noise, equipment operation, etc.;
- Exposure to chemicals, petroleum products, cleaning agents, fumes, etc.

### Competencies:

<http://www.tempe.gov/home/showdocument?id=26274>

**Job Code: 445**

**Status: Exempt / Classified**